

Digital innovation in banking

Standard Bank has extended its banking app to four additional African markets simultaneously: Uganda, Namibia, Ghana and Botswana; and has plans to roll it out to Nigeria, Kenya, Zambia and Zimbabwe by the end of 2016.



Image by 123RF

Rapid developments in Standard Bank's drive to enhance its digital customer interface in Africa and simultaneous multi country enablement on the continent, have been combined with extensive customer testing and prototyping, to deliver a consistent customer experience which is locally relevant to users in each of the four additional markets.

The release of the app signals the bank's consolidation of its banking portfolios within the Group from a single mobile interface.

"Essentially this is one of the first mobile banking interfaces in Africa that allows our bank customers access to their accounts across multiple countries within the Standard Bank Group," said Adrian Vermooten, head of customer channels Africa.

According to the bank, the app offers a richer and intuitive customer experience as it takes advantage of smartphone sophistication such as biometrics for secure access, access to device contacts, and social networks for sharing of information.

Future releases of the app in late 2016 will include additional features such as Real Time Payments, Online account opening and numerous other value-added services for individuals and businesses.

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